
Testing basic features

This section describes how to operate and test the Basic ACD Features.

Testing requirements

The following requirements must be met before attempting the tests in this section:

- Agent set installation must be completed as described in *Telephone and attendant console installation* (553-3001-215). See also the Northern Telecom Publication associated with your specific ACD agent sets.
- If certain incoming call types (routes) are to receive priority treatment in the call queue, calls to the ACD DN can be modified by the priority assignments. This should be taken into account during testing.
- Set up your system so that at least three or four simultaneous incoming calls to the ACD DN can be readily made by the testing personnel. This can be accomplished by the temporary assignment of tie lines from the CO or another PBX, or by other methods deemed suitable for that particular installation.
- Some tests require large numbers of calls to be placed in the ACD DN queue unless the office data is modified. To make these tests more manageable, the Service Changeable thresholds must be set to very low values. The thresholds can be reset after testing. See the *X11 input/output guide*.

Basic agent features

The following procedures explain how to test a basic feature on Agent sets after the system has been installed. Follow the steps here to ensure your features work properly. If any problems occur, contact your technical support personnel.

Procedure 1

Testing the Not Ready key

Step	Action	Response
1	Press the Not Ready key on all agent sets associated with the ACD DN.	The Not Ready key lamp lights steadily at all agent sets.
2	Originate a call to the ACD DN.	The calling party hears ringback tone. The call is not presented to any agent set.
3	Press the Not Ready key (deactivating the feature) on one agent set.	The Not Ready key lamp goes dark. Tone ringing is heard at the agent set. The In Calls key lamp flashes.
4	Press the Not Ready key (deactivating the feature) on another ACD set.	The Not Ready key lamp goes dark.
5	Operate Not Ready key released in step 3, reactivating the Not Ready feature.	Tone ringing stops. The In Calls key lamp goes out. The Not Ready key lamp lights steadily. Tone ringing is heard at agent idled in step 4. The In Calls key lamp flashes at agent set (step 4).
6	Answer the call presented to the ACD set.	Ringing stops. The In Calls key lamp lights steadily. Voice connection between caller and ACD position is established.
7	Press the Not Ready key to disconnect the call.	Voice connection is broken. The In Calls key lamp is dark. Not Ready key lamp lights steadily.
8	Release Not Ready key at all sets, and idle all ACD sets.	All Not Ready key lamps go out. All agent set lamps go out. All agent set keys are deactivated.
Note: Tone ringing is replaced by a three-second buzz tone if agent sets are using headset or plug-in handset.		

Procedure 2

Testing the digit display

Step	Action	Response
1	Originate a call to the ACD DN.	The In Calls key lamp flashes. One agent set hears tone ringing. Digit display shows — calls within the system • DN of the calling party — calls external to the system • trunk access code number (trunk route member number of the incoming call allowing the agent to give proper answer treatment) • trunk member number identifying a specific trunk within the group of trunks (may be used for identifying faulty trunks)
2	Agent answers the call.	The In Calls key lamp lights steadily. Ringing tone stops. A two-way voice connection is established. Display remains lit, showing the trunk access code number and trunk member number, or the DN of the calling party.
3	Both parties disconnect.	The In Calls key lamp goes out. Display goes out.
4	Repeat steps 1 through 3 until a call has been presented to each ACD set.	
Note: If agent sets are equipped for headset or plug-in handset operation, tone ringing is replaced by a three-second buzz tone.		

Procedure 3
Testing the Make Set Busy key

Step	Action	Response
1	Press the Make Set Busy key at all agent sets except one.	Make Set Busy lamp lights steadily at agent sets with Make Set Busy key activated.
2	Originate a call to the ACD DN.	The In Calls key lamp flashes. The agent set without the Make Set Busy lamp is lit, hears ringing tone.
3	Press Make Set Busy key at the agent set presented with the call from step 2.	The Make Set Busy key lamp lights steadily. Tone ringing stops. In Calls lamp goes out. Call is directed to night service. (See step 6.)
4	Abandon call originated in step 2. (Calling party hangs up.)	Night Service on ACD DN.
5	Be sure that all sets assigned to the ACD DN have a Make Set Busy key assigned and that it is activated.	The Make Set Busy key lamp lights steadily.
6	Originate a call to the ACD DN.	One or both of the following can occur, depending on equipped features: If night recorded announcement (RAN) equipped, the calling party hears recorded announcement. If call forward for Night Service equipped, the call is forwarded to a night number assigned for ACD.
7	Abandon the call.	
8	Deactivate all Make Set Busy keys.	The Make Set Busy key lamp on each set goes out.
Note: Call is not presented to any agent set with Make Busy key activated. Operate Make Busy key at the agent set presented with the call from step 2.		

Before using your individual agent DN key, be sure at least three agent sets for the ACD DN concerned are available (for example, Make Set Busy and Not Ready lamps dark with no other features activated).

Procedure 4
Testing the agent DN key

Step	Action	Response
1	Originate a call to the ACD DN. (Do not answer the call at the agent set.)	Call is presented to the first agent, and the In Calls key lamp flashes. The first agent set hears ringing tone.
2	Press the agent DN key at the first agent set.	At the first agent set — In Calls lamp is extinguished — DN lamp lights steadily — Dial tone is heard. The call originated in step 1 is presented to the second agent terminal where • In Calls lamp flashes • Ringing or buzz tone is heard from speaker
3	At the first agent set, dial the agent DN associated with the second agent set.	Lamp associated with DN of the second agent flashes. Ringing or buzz tone is heard at the second agent set.
4	At the second agent set, press the individual agent DN key next to flashing DN lamp. The ACD call of step 1 is now presented to a third agent set.	At the second agent set — In Calls lamp extinguished — Ringing tone ceases At third agent set — In Calls lamp flashes — Ringing or buzz tone heard
5	Disconnect all calls in progress. (Release DN key at the first and second agent sets and abandon call originated in step 1.)	All agent lamps go out. All agent sets are idle.

Basic supervisor features test

These procedures explain how to use and test your basic Supervisor procedures. If any problems occur during the testing, contact your technical support personnel.

Operating the Agent key has no effect on its associated lamp. All Agent lamps are active simultaneously and are updated whenever an agent's status changes.

Procedure 5

Testing basic supervisor features

Step	Action	Response
1	Make a call to the ACD DN for the agent set concerned.	The agent hears ringing tone.
2	At ringing agent set, either go off-hook or press In Calls key.	Ringing stops. At the ACD supervisor set, the Agent lamp associated with the answering agent is steadily lit (indicating busy on ACD call).
3	At agent set, press the Not Ready key.	At the agent set, the In Calls lamp goes dark, and the Not Ready key lights. At supervisor set, the Agent lamp is still steadily lit (indicating busy on ACD call).
4	At agent set, press the Not Ready or the In Calls key. Do not make any calls to the ACD DN.	At the agent set, the Not Ready lamp goes out. At the supervisor set, the Agent lamp flashes (indicating waiting for ACD call).
5	At the agent set, press the agent DN key.	At the agent set, dial tone is heard. At the supervisor set, the Agent lamp flashes (indicating busy on non-ACD call).
6	Put the agent in unstaffed state by going on-hook, and pressing the Make Set Busy key.	At the agent set, the Make Set Busy lamp lights. At the supervisor set, the Agent lamp is dark (indicating agent set not staffed).

Procedure 6

Testing the Display Agent key

Step	Action	Response
1	Make various sets in the ACD queue busy on ACD calls, waiting for ACD calls, busy non-ACD calls, and unstaffed (see Procedure 4).	
2	Press the Display Agents key on the supervisor set.	The digit display shows the number of agents reporting to this supervisor in each of 4 reported states when the Display Agents key is pressed. The display looks like AA-BB-CC-DD AA = number of agents busy on ACD calls (including the agents in post-call work time and the supervisor). BB = number of agents waiting for ACD calls off-hook, or In Calls key pressed. CC = number of agents busy on non-ACD Calls. DD = number of unstaffed agent sets. The sum of these numbers equals the number of Agent keys assigned to this supervisor set. It also includes the supervisor in the total count.
Note: You must have an ACD set with digit display capability to enable this feature.		

Pressing the Display Queue key activates only the Digit Display. It has no effect on the associated lamp, which is constantly updated by the system.

Procedure 7

Testing the Display Queue key/lamp

Step	Action	Response
1	Add calls to the queue, one at a time, while periodically observing the Queue lamp. Press the Display Queue key and observe the digit display.	The lamp can assume any one of the following states: — unlit • no calls in the queue are waiting for agents — lit • one or more calls are waiting for agents
2	Press Display Queue key associated with queue under test.	The digit display shows the status of the queue. The display looks like aaa = the number of calls waiting for a free agent bbb = the number of agents assigned to this queue and staffed (regardless of which supervisor they are assigned to) ccc = the length of time (in seconds) the oldest call in the queue has been waiting The Digit Display is updated each time the Display Queue key is pressed.

Basic system features

These procedures explain how to use and test your basic ACD system features. If any problems occur during testing, contact your technical support personnel.

Procedure 8 Testing the Agent Queue indication

Step	Action	Response
1	Be sure each agent set assigned to the ACD DN is idle.	No keys or lamps on the agent set are activated.
2	Originate a call to the ACD DN from an incoming trunk.	
3	Press the In Calls key to answer the call at the called agent set.	The In Calls key lamp lights steadily. Ringing stops. Voice connection is set up between the calling party and the agent.
4	Calling party and agent disconnect.	The In Calls key lamp goes out. Voice connection is broken.
Note: If agent sets are equipped with headsets or plug-in handsets, a three-second buzz tone replaces tone ringing at agent sets.		

Procedure 9

Testing the Call Queue indication (Part 1 of 2)

Step	Action	Response
1	Make all agent sets assigned to the ACD DN busy for ACD calls: — press Not Ready key at each set — make calls to ACD DN until each set is busy — busy each agent set by completing calls to, or originating calls from, each agent DN	The Not Ready key lamp lights steadily. The In Calls key lamp lights steadily. (See Procedure 7 on page 250 , step 2.) The DN key lamp lights steadily.
2	Originate a call to the ACD DN.	The calling party hears ringback tone.
3	Make another call to the ACD DN.	The calling party hears ringback tone.
4	Make one agent available to receive ACD calls (see step 1).	Lamp lit in step 1 goes dark. The agent set hears ringing tone. The In Calls key lamp flashes.
5	Press the In Calls key to answer the call.	The In Calls key lamp lights steadily. Ringing stops. Two-way voice connection established.
6	Press the Release key to disconnect from the call. Do not answer the next call at this time.	The In Calls key lamp goes out, then flashes again. The agent set hears ringing tone.
7	Originate a call to the ACD DN.	The caller hears ringback tone.
8	At the agent set with the In Calls key lamp flashing, press — the Not Ready key — the Make Set Busy key — the DN key	The In Calls key lamp goes out, and in addition: The Not Ready key lamp lights steadily. The Make Set Busy key lamp lights steadily. The DN key lamp lights steadily.
(Part 1 of 2)		

Procedure 9**Testing the Call Queue indication (Part 2 of 2)**

Step	Action	Response
9	Allow an ACD to another agent set.	Lamp lit in step 1 goes out. The In Calls key lamp flashes. The agent hears ringing tone.
10	Answer the new call at agent set.	The In Calls key lamp lights steadily. Ringing stops. A two-way voice connection is established.
11	Disconnect all calls, and make all agents idle.	No keys or lamps are activated at any agent set.
Note: If equipped with recorded announcement (RAN), calls originated in step 3 may receive announcement.		
(Part 2 of 2)		

Before using your Recorded Announcements (RANs), take note of the first and second RAN times in effect for the ACD DN under test. Put all the agent sets on the ACD DN into the Not Ready state. Make sure that at least one agent set is not in the Make Set Busy state.

Procedure 10
Testing the Recorded Announcement

Step	Action	Response
1	Make a call to the ACD DN. Caller hears ringback.	After the first RAN time has elapsed, the caller hears the first RAN. After the second RAN time has elapsed, the caller hears the second RAN. The second RAN is repeated at each "second RAN time" interval.
2	Press the Not Ready key on one agent set.	The call is presented on the In Calls key of the terminal.
3	Answer the call at the agent terminal. (Go off-hook, and press the In Calls key.)	A two-way conversation is established.
4	Without terminating the call in step 3, make a second call to the ACD DN.	Caller hears ringback, then first RAN, then second RAN as in step 1.
5	Release both calls.	Both agent sets are idle.
Note: RAN delays will be greater than the thresholds assigned in LD 23 (FRT, SRT) if the "delayed start" option is in effect. See the <i>X11 input/output guide</i> (553-3001-400).		

Procedure 11

Testing the Priority trunks

Step	Action	Response
1	Make all agent sets assigned to the ACD DN busy to ACD calls — Operate the Not Ready key at each set. (Ensure that at least one agent set has the Make Set Busy key deactivated.) — Complete non-priority calls to ACD DN until each set is busy. The In Calls key lamp lights steadily. — Busy each agent by completing calls to each agent DN.	The Not Ready key lamp lights steadily. The DN key lamp lights steadily.
2	Make a non-priority call to the ACD DN.	The calling party hears ringback.
3	Make a priority call to the ACD DN.	The calling party hears ringback.
4	Make one agent available to receive ACD calls (see step 1).	Lamp lit in step 1 is extinguished. Tone ringing is heard at the agent set. The lamp associated with In Calls lamp flashes (60 ipm).
5	Answer the call ringing at the agent set.	The In Calls key lamp lights steadily. Ringing stops. A two-way voice connection is established.
6	Release the priority call.	The non-priority call is presented to the same agent set. Ringing is heard at the agent set, and the In Calls lamp flashes.
7	Answer the call.	A two-way conversation. The In Calls lamp lights steadily.
8	Make all agent positions idle.	
Note 1: If equipped with record announcement (RAN), calls originated in steps 2 and 3 may receive announcement. Note 2: If agent sets are equipped with headsets or plug-in handsets, tone ringing is replaced by a three-second buzz tone.		

